

Commitment 33: SBC commits to use its good faith, best efforts to remedy unsatisfactory performance on PMs 7.1, 13, 17, MI-2, MI-14, and 37-4, in accordance with the Order.

PM 7.1 SBC Illinois filed a Service Order Completion (SOC) Timeliness Plan on May 1, 2003. The performance of PM 7.1 will be verified by BearingPoint. Pursuant to the terms of the plan, status reports will be filed on a bi-monthly basis beginning in July 2003. See Commitment 11. For the months February 2003 through May 2003, SBC Illinois has met the benchmark of 97% in each month for the Resale, UNE and Combinations submeasures. For the LNP Only submeasure, performance in 2003 has dramatically improved compared to the performance reported to the Commission for September – November 2002. While performance for those months ranged from 46% to 70% of service order completion notices sent within one day, performance in 2003 has ranged from 92% to over 97% sent within one day. The benchmark of 97% was met for the month of March 2003, and the percent service order completion notices sent with one day so far in 2003 is greater than 95%.

As reported in the August Bi-Monthly Report, since February 2003 SBC Illinois met or exceeded the benchmark for 16 out of 20 PM 7.1 submeasures.

From February 2003 through September 2003, SBC Illinois met or exceeded the benchmark for 23 out of 28 PM 7.1 submeasures.

From September 2003 through November 2003 reporting, SBC Illinois met all the benchmark for PM 7.1 submeasures, thus, remedying the unsatisfactory performance for all submeasures of PM 7.1.

PM 13 For UNE-P submeasure of PM 13, SBC Illinois has met the parity comparison standard for each month beginning March 2003. For the UNE Loop submeasure of PM 13, the 95% benchmark has been exceeded in each month since February 2003. Performance for the Loop Service with Number Portability (LSNP) submeasure of PM 13 has improved from 67-69% flow-through in October and November 2003 to an average flow-through rate for 2003 to date of 89%, yet remains out of parity. For Resale flow-through in 2003, parity z-values have declined from the levels reported for September – November 2002, while performance has exceeded 91% flow-through in each month December 2002 to current.

A coding enhancement was implemented May 21, 2003 to address a system error causing degradation of flow through performance for Loop

Service with Number Portability (LSNP). LSNP flow through results consequently increased to exceed parity for the month of June. Also, implementations from other maintenance releases in the May and June timeframe generated an increase in Resale June performance by nearly 2%, bringing SBC Illinois flow through closer to parity.

SBC Illinois met the standard for July and August 2003 for Resale flow through and met the standard for August and September 2003 for LSNP flow through, thus, remedying the unsatisfactory performance for all submeasures of PM 13.

PM 17 SBC Illinois has provided Staff information on PM 17 in reports dated April 2, May 2 and June 4, 2003. See Commitment 20.

SBC Illinois has provided Staff information on PM 17 in reports dated July 8 and August 6, 2003. See Commitment 20.

SBC Illinois has provided Staff information on PM 17 in reports dated September 3 and October 9, 2003. See Commitment 20.

SBC Illinois has provided Staff information on PM 17 in a report dated November 10. See Commitment 20.

PM MI 2 Since implementation of version 1.9 of PM MI 2 with March 2003 results reported in April 2003, SBC Illinois has met the 5% benchmark of PM MI 2 for 14 of 16 submeasures with sufficient volume to conduct the comparison. All submeasures of PM MI 2 with sufficient volume have been met in at least two of the most recent three months.

SBC Illinois has met the 5% benchmark of PM MI 2 for 25 of 27 submeasures with sufficient volume for April, May and June results. All submeasures of PM MI 2 with sufficient volume have been met in at least four of the most recent five months.

All submeasures of MI 2 with sufficient volume have been met in July and August 2003, thus remedying the unsatisfactory performance.

PM MI 14 SBC Illinois implemented a new process to deliver maintenance notices effective February 1, 2003. As a result of this process change, results for all submeasures of PM MI 14 met or exceeded the 95% benchmark for May 2003, while 22 of the 29 submeasures with results reported in 2003 to date met or exceeded the 95% benchmark.

In June 2003, SBC Illinois met or exceeded the benchmark for 4 out of 6 PM MI 14 submeasures. For July 2003, SBC Illinois met 5 out of 6 PM MI 14 submeasures. 26 of the 35 submeasures with results reported in 2003 to date met or exceeded the 95% benchmark.

In August 2003, SBC Illinois met or exceeded the benchmark for 6 out of 6 PM MI 14 submeasures. For September 2003, SBC Illinois met 4 out of 6 PM MI 14 submeasures. 36 of the 47 submeasures with results reported in 2003 to date met or exceeded the 95% benchmark.

In October and November 2003, SBC Illinois met the benchmarks for all submeasures for PM MI 14, thus, remedying the unsatisfactory performance for PM MI 14.

PM 37-4 SBC Illinois provided Staff a report on PM 37-04 on April 2, 2003. This report shows that SBC Illinois met the standard for January and February 2003 and has remedied unsatisfactory performance for PM 37-04. See Commitment 39.